

**KENTUCKY DENTAL TAC MEETING MINUTES**  
**Public Health Building**  
**Suite C**  
**275 East Main Street**  
**Frankfort, Kentucky**

**March 23, 2016**  
**8:00 a.m. EST.**

The meeting of the Dental Technical Advisory Committee (TAC) was called to order by Dr. Bob Bobrowski, Chair.

The TAC members in attendance: Dr. Garth Bobrowski, Dr. Susie Riley, Dr. John Gray, Dr. Neil Rush, Dr. Matt Johnson and Dr. Heather Wise.

Medicaid staff in attendance: Dr. Ken Rich (telephonically), Stephanie Bates, C.J. Jones and Jessica Jackson.

The Managed Care Organization (MCO) representatives in attendance were: Dr. Jerry Caudill, Dr. Stephen Robertson, Nicole Allen, Charles Buseck, Christy Vowels, Amanda Barrow and Christine Hohl with Avesis; Jean O'Brien with Anthem Kentucky; Dr. Vaughn Payne, Candace Owens, Bonnie Urick (telephonically) and Kathy Stevens (telephonically) with Humana-CareSource; Morgan Tackett and Meghan Henkel (telephonically) with MCNA Dental; David Hiestand with Aetna Better Health; Matt Misleh, Ada Carlile and Rebekah Mathews and Dr. Jim Thommes (telephonically) with DentaQuest; Chris Wagner and Amy Sinthavong with Passport.

Also in attendance: Dr. Brandon Taylor, Community Dental Clinic; Todd Edwards, Kentucky Dental Association; Babette Southard, Department for Public Health.

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Dr. Bobrowski introduced Dr. Heather Wise as a new TAC member. A motion was made by Dr. Riley and seconded by Dr. Gray to approve the December 2, 2015 minutes, with corrections noted. The motion passed. C.J. Jones will re-send the September, 2015 minutes for approval at the next TAC meeting.

**MCO'S/SUBCONTRACTORS:**

All the MCOs furnished the TAC members with reports prior to the meeting.

**ANTHEM/DENTAQUEST:** Ms. Carlile and Ms. Mathews presented for the MCO. Ms. Carlile noted that Dr. Kwane Watson is the new Interim Kentucky Dental Director and he is located in Louisville. The presentation covered the support staff of Anthem; the membership broken down by adults and children and regions; network and credentialing and top provider volumes; contact center performance; utilization management; top authorization denial reasons; claim processing; appeals and quality measures. Ms. Carlile spoke about the benefit changes effective March 1, 2016, and the incorporation of DMS fee schedule changes and the broken appointment tracking.

Dr. Bobrowski asked why the number of denied services and approved services did not total up to the total service request count on Slide 15. Ms. Mathews will get clarification on this. Dr. Wise spoke about the length of time it took her to get credentialed and that other associates in her office withdrew their applications because of this. Mr. Misleh will check on this and report back to Dr. Wise.

**HUMANA-CARESOURCE:** Candace Owens presented for the MCO. She noted that as of January 1, 2016, the new dental benefits manager is Avesis. Any claims for dates of service prior to January 1, 2016 will be processed for payment by Humana-CareSource, and any claims for dates of service January 1, 2016 forward will be processed by Avesis. The MCO's presentation covered the Service Center call data, the geo access map, utilization management, claims information and dental appeals.

Dr. Riley asked if the MCO would be seeing a reversal on the amount of paper versus electronic claims, and Ms. Owens stated that Avesis is educating providers and helping with the transition into more electronic claims processing. Ms. Owens will follow up with Dr. Riley on the taxonomy issue she had previously raised with the MCO. Dr. Bobrowski asked why the geo access map listed 75 miles, and Morgan Tackett stated she would re-run this with the 30 to 60 miles and will email the revision to Dr. Bobrowski.

**AETNA BETTER HEALTH/AVESIS:** Dr. Jerry Caudill introduced Dr. Stephen Robertson as the new Western

Kentucky Dental Director for Avesis. Nicole Allen presented for the MCO. She gave an Avesis overview and she covered performance measures, reminders and notifications, provider outreach, and contact information. Dr. Riley asked if Aetna will be meeting the new DMS guidelines. Ms. Allen stated that Aetna does meet the guidelines, but the fee revisions for preventive and diagnostic services were not implemented for the Aetna line of business. Dr. Bobrowski again asked Ms. Allen for a breakdown of providers by county and she will follow up with this.

Dr. Gray asked for contact information for Dr. Elliott and Dr. Robertson. Dr. Caudill noted that a provider notice will be forthcoming that will include many topics, including regulation changes.

Ms. Allen noted that the DMS universal preauthorization forms are now available, but she encouraged providers to continue to use the Avesis forms because not all of the necessary information to approve an authorization is found on the universal form.

**PASSPORT:** Chris Wagner made the presentation for the TAC. His report included access to care; the provider network; claims performance; member and provider complaints; utilization management; provider appeals; provider outreach, reminders and notifications; and contact references.

**WELLCARE/AVESIS:** Nicole Allen presented for the MCO. She gave an Avesis overview and she covered performance measures, reminders and notifications, provider outreach, and contact information.

**KY MEDICAID FFS:** A report was provided. Ms. Jones will follow up with Dr. Riley concerning information Dr. Riley would like to see on the report.

#### General Concerns of TAC Members for all MCOs:

\* Dr. Johnson spoke about the access-to-care numbers and that they are not truly reflective of what is available in the regions across the state. Dr. Bobrowski spoke about the loss of oral surgeons, and Dr. Caudill noted the under-utilization of expanded duties assistants.

\* Dr. Riley spoke about the delay in communications to providers when changes are implemented, and Dr. Gray stated that this needs to be a priority with the MCOs. The TAC would prefer network notifications be sent via email.

\*Providers and MCOs need to continue spreading awareness of the no-show codes.

\*Questions were raised about translation services, and Stephanie Bates will provide the policies and procedures for each MCO.

\*TAC would like to see the credentialing process started during a student's senior year of dental school for general dentists and specialists. Ms. Bates will find out what DMS' policy is, as well as what the turnaround time is for getting a Medicaid ID number. Dr. Rich stated that this can be explored but he did note that with the portal back up and running, this may help.

\*Dr. Wise spoke of her frustration with mobile dental units and noted that these units need to be held to the same standards across the board as dentists are.

\*Dr. Riley asked about the need for a prior authorization for pain medications, and Dr. Caudill stated he is working with Avesis partners on trying to get an exception to this.

#### **OLD BUSINESS:**

**RETRO TERMINATIONS:** Dr. Bobrowski gave an example of a first-year dentist who was hit with a \$3,200 retro termination. He reminded the TAC that Lee Guice with DMS could assist providers with problems.

**NEW BUSINESS:** Dr. Taylor asked about mismatch addresses for foster children, and Ms. Jones stated that foster children are not included in the address mismatch for disenrollment. She noted that if Dr. Taylor is having problems with this, to forward them to her and she will send these to Lee Guice.

Dr. Bobrowski thanked everyone who worked on the regulations.

**12-VISITS/YEAR/PER PROVIDER CLARIFICATION:** Dr. Caudill stated that there must be a medical necessity, but that anything that goes through the system and a provider puts in one code and it goes through, this will show up as a visit on that date of service.

**OTHER:** Dr. Bobrowski suggested moving the TAC meeting dates to one month following the end of a quarter so that the information supplied to the TAC is more current. The MCOs were in agreement with this change.

**DENTIST AND PUBLIC COMMENTS:** There were no dentist or public comments.

The meeting was adjourned. The next meeting will be held in mid-August.

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(Minutes were taped and transcribed by Terri Pelosi, Court Reporter, this the 30<sup>th</sup> day of March, 2016.)